*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Provides high level technical support and training for faculty and staff on software used to support student success technology.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from appropriate supervisor; refers only unusual and complex decisions to supervisor. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

1. Administers and manages the daily operations of the campus' student success technology platforms, such as, but not limited to, Cranium, Starfish, and other Customer Relationship Management (CRM) tools; including the routine support and troubleshooting for students, faculty, and staff; management of user roles and privileges; platform configuration and workflow customization; system status monitoring; and data reporting.

2. For area of assignment, supports initial platform implementation efforts, and subsequent system upgrades, by participating in appropriate planning and implementation teams or committees as needed.

3. Develops and conducts interactive in-person and/or online training for new students, faculty, and staff on the use of technology relevant to their position and needs.

4. Collaborates with appropriate departments regarding the implementation of software platforms that support the campus enrollment and retention. May conduct one-on-one consultation with faculty and staff as needed.

5. Serves as the local subject matter expert on student success technology capabilities and current best practices for their use by students, faculty, and staff.

6. Works closely with technology vendors to resolve technical issues, to monitor and test application functionality, and to plan for platform updates and the release of new features.

7. Assists with troubleshooting and resolving software problems as necessary. Recommends and designs software configurations appropriate for student success technology.

8. Stays current with advances in technology and maintains a knowledge base of new and emerging technologies that support student success and effective strategies to support their adoption.

9. Collaborates with administrators and departments such as Information Technology, Student Services,

Instructional Services, Institutional Research, and others, to monitor platform use and to coordinate communications about system status, user needs, and data reporting.

10. Proactively plans the use of student success technologies through all-campus communications, web resources, training events and workshops, meetings, and individual interactions.

11. Performs other duties assigned related to the primary job duties.

MINIMUM QUALIFICATIONS

CORE COMPETENCIES:
Mathematical Facility

- Perform operations involving counting, adding, subtracting, multiplication and division.
- Follow multi-step computational procedures and apply formulas
- Apply basic algebraic or geometric reasoning and problem solving
- Recognize approaches and algorithms for finding real world computational solutions**
- Compute and interpret descriptive statistics**

Critical Thinking

- Analytically and logically evaluate information to resolve problems.
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focus on the details of work content.
- Show care and thoroughness in adhering to process and procedures that assure quality.
- Apply knowledge and skill in recognizing and evaluating details of work**

Apply skilled final touches on products

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Professional Integrity and Ethics

- Follow a clear-cut set of rules.
- Understand practical necessity of rules and ethical guidelines.
- Show consistency in behavior and judgement over long term and varied situations.

Legal and Regulatory Navigation

- Understand, interpret, and ensure compliance with laws and regulations.
- Locate, understand, or provide factual regulatory information**
- Work within the bounds and limits of what is permissible.

Using Technology

- Work with electronic hardware and software applications
- Use basic features and functions of software and hardware.
- Experiment and find novel use for standard features and functions **
- Add, improve, modify, or develop features and functionality**

Adaptability

- Respond positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagine and devise new and better ways of doing things**
- Fix what is broken; find solutions and fix with resources at hand
- Find new approaches to perform familiar tasks.
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend verbal instructions and orally presented information.
- Recall or retrieve key points in a conversation.
- Listen actively by rephrasing others' input cogently and accurately**

Professional and Technical Expertise

- Apply technical subject matter to the job **
- Know the rudimentary concepts of performing the essential technical operations.
- Possess recognized expertise outside of the organization**

Self-Management

- Follow through on instructions and assignments.
- Self-directed and self- monitored in commitments and accomplishments
- Redefine or reprioritize activities within scope of responsibility.

Valuing Diversity

- Show acceptance of individual differences
- Welcome input and inclusion of others who may be different from oneself.

- Show understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination.

**Lead, Advanced or Senior Level Positions

Education and Experience Guidelines

Education/Training:

- A Bachelor's degree from an accredited college or university with major course work in education, computer science, or a related field.

Experience:

- Three (3) years of experience working with student services technology.

Equivalency Provision:

1. In the absence of a Bachelor's degree from an accredited college or university with major course work in education, computer science, or a related field, an Associate's degree or and five (5) years of experience working with student services technology is qualifying.

2. In the absence of an Associate's degree from an accredited college or university with major course work in education, computer science, or a related field, equivalent to the completion of high school and seven (7) years of experience working with student services technology is qualifying.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.